

Feb. 22, 2022

MEDICAID ALERT

TO: CLTC and Disabilities and Special Needs In-home Service Providers

SUBJECT: EVV Launch for SCDDSN-operated Waivers

Effective May 2022, South Carolina Healthy Connections Medicaid providers rendering in-home services to Healthy Connections Medicaid members participating in the three waivers operated by the South Carolina Department of Disabilities and Special Needs (SCDDSN) will use an electronic visit verification (EVV) system to capture in-home service delivery visits. The South Carolina Department of Health and Human Services (SCDHHS) has utilized an EVV since 2002 for its Community Long Term Care (CLTC) waivers. To comply with the 21st Century Cures Act, EVV usage will be extended to in-home services provided through the Community Supports (CS), Head and Spinal Cord Injury (HASCI) and Intellectual Disability and Related Disabilities (ID/RD) waivers.

Providers currently submitting paper claims for these waiver services **may begin using electronic visit capture in the EVV launch April 4**. Participating in this EVV launch gives providers and in-home workers the opportunity to learn and practice in the EVV system prior to its required use. During this time, provider organizations will capture electronic visits while continuing to submit claims using the current process, allowing for hands-on training in the EVV system. **Beginning May 15, 2022, all claims must be submitted using the EVV system to receive payment for services rendered.**

With EVV, every visit is recorded, validated and submitted at the time of the service – making it easier for workers to be paid on time and ensuring members receive authorized care. By validating encounter data at the point of service, EVV allows for a paperless operation, reducing administrative costs and increasing efficiency. EVV makes logging and submitting in-home member visits simple, quick and secure.

While the AuthentiCare 2.0 mobile application is the easiest and most efficient EVV tool, workers may also utilize the interactive voice response (IVR) system if the member they are delivering services to has a landline phone. SCDHHS and SCDDSN will offer a series of training opportunities in March which will include an overview of the AuthentiCare mobile application, web portal and IVR.

To prepare for the EVV launch, please complete the following steps:

1. Submit Worker Device IDs to SCDHHS.

This is only needed for workers who wish to use the mobile application. A worker may use the IVR if a member has a landline.

- a. Workers using the mobile application will need to download the free AuthentiCare 2.0 application from the app store on their mobile device.

- i. Once downloaded, they will need to retrieve their Device ID, following instructions [in Getting Started with AuthentiCare 2.0 Instructions](#).
 - ii. They will submit this Device ID to their employing organization.
- b. Providers will submit these Worker IDs to SCDHHS via email to provider-distribution@scdhhs.gov.
 - i. To make it easier to collect and maintain, a [Worker Device ID template](#) has been provided. Add Device IDs to this template and email the entire spreadsheet to provider-distribution@scdhhs.gov by March 21, 2022, and these Device IDs will be uploaded into the EVV solution on behalf of the organization.

2. Register for Training

- a. Individuals in organizations who will need to interface with the EVV solution should [register](#) for one of the following trainings:
 - i. Monday, March 21, 1-4 p.m.
 - ii. Wednesday, March 23, 1-4 p.m.
 - iii. Friday, March 25, 9 a.m.-noon
 - iv. Tuesday, March 29, 9 a.m.-noon

For more information and to sign up for training, please visit SCDHHS' [EVV site](#). To ensure a smooth transition, SCDHHS and SCDDSN teams will assist provider organizations with training and support before and during this EVV launch. Again, the EVV launch begins April 4, 2022.

For more information and additional resources, please visit <https://msp.scdhhs.gov/rmmis/site-page/evv>. Providers who have questions regarding EVV should submit them via email to provider-distribution@scdhhs.gov.

SCDHHS looks forward to working together with providers in transitioning DDSN-operated waiver services to the EVV.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.